



JEWISH FAMILY SERVICES

Client Bill of Rights

1. Each client shall have the right to choose care and treatment providers and the right to communicate with those providers.
2. Each client shall have the right to participate in the planning of an individualized care and treatment and the right to appropriate instruction and education regarding the plan.
3. Each client shall have the right to be informed about diagnosis, prognosis, and treatment (including length of care/treatment) including alternatives to care and treatment and the risks involved, in terms that the client and the client's family can readily understand so that informed consent can be provided.
4. Each client shall have the right to refuse care and treatment services and to be informed of possible health and/or mental health consequences of this action. Each client has the right to terminate care and treatment without incurring financial obligation beyond services already rendered.
5. Each client shall have the right to care and treatment that is provided without discrimination as to race, color, ethnicity, sex, age, sexual orientation, or national origin.
6. Each client shall be provided services only if the agency has the ability to provide safe, professional, and competent care and treatment at the level of intensity needed.
7. Each client shall have the right to reasonable continuity of care and appropriate referrals as needed.
8. Each client shall have the right to be advised in advance of the disciplines that will provide care and treatment including the proposed frequency and duration.
9. Each client shall have the right to be advised and participate in advance regarding any changes in the plan of care and treatment.
10. Each client shall have the right to confidentiality of all records, communications, and personal information. Each client has the right to consent to the release of any confidential information.
11. Each client shall have the right to review all confidential records (except for certain psychotherapy notes) pertaining to the client unless it is medically contraindicated in the clinical record by the physician and/or the mental health professional.
12. Each client shall have the right to be referred elsewhere for services if, for any reasons, services at this agency were denied.
13. Each client shall have the right to voice grievances, per agency policies, and suggest changes in services or staff providing those services, without fear of reprisal or discrimination. In such an event, contact the Executive Director of JFS.
14. Each client shall have the right to be fully informed of agency policies regarding changes in services, third-party payments, and fee schedules for services.
15. Each client shall have the right to an accounting of any balance or financial transactions.
16. Each client shall have the right to be treated with dignity and respect, and not be subjected to any type of physical, verbal, or psychological abuse or coercion.
17. Each client shall have the right to have his or her property treated with respect.
18. Each client shall have the right to be advised, in writing, of the in-home services licensing agency's toll-free complaint telephone number (1-800-842-0078).

Client Signature

425 E 63rd St., Kansas City, MO 64110
ph. (816) 333-1172 fax (816) 333-1776

Date

5801 W. 115th St., Suite 103, Overland Park, KS 66211
ph. (913) 327-8250 fax (913) 327-8222
